

Information Note to the Press (Press Release No 31 /2026)

TELECOM REGULATORY AUTHORITY OF INDIA
Regional Office Bhopal, March'2026
For Immediate release Website: - www.trai.gov.in

TRAI Assesses Network Quality of Mobile Service Operators across Saharanpur & Muzaffarnagar City and nearby area of UP(West) LSA.

Release of findings of Independent Drive Tests(IDT)

The Telecom Regulatory Authority of India (TRAI) has conducted Independent Drive Tests (IDT) covering Saharanpur & Muzaffarnagar Cities and nearby areas of UP(West) LSA during the month of January '2026. The IDT have been designed to capture real-world mobile network performance across diverse usage environments –Urban zones, hotspots, public transport hubs etc.

2. TRAI, through its appointed agency, conducted detailed drive tests of 338.4 Kms of City test and 3.8 kms of walk test in Saharanpur & Muzaffarnagar Cities during 20th to 23rd January'2026. Technologies evaluated included 2G, 3G, 4G, and 5G, reflecting the service experience of users across multiple handset capabilities. The findings of IDT have been intimated to all the TSPs concerned for further necessary action.

Key Parameters Assessed:

- a. **Voice Services:** Call Setup Success Rate (CSSR), Drop Call Rate (DCR), Call Setup Time, Call Silence Rate, Speech Quality (MOS), Coverage.
- b. **Data Services:** Download/Upload Throughput, Latency, Jitter, Packet Drop Rate, and Video Streaming Delay.

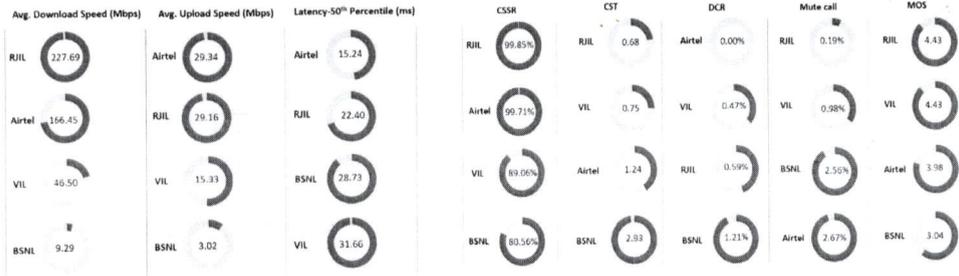
Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have 99.71%, 80.56%, 99.85% and 89.06%, call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate - Airtel, BSNL, RJIL and VIL have drop call rate of 0.00%, 1.21%, 0.59% and 0.47% respectively in Auto-selection mode (5G/4G/3G/2G).

- The poor Signal Strength in auto-selection mode (5G/4G/3G/2G) during voice testing has been observed for 0.42%, 17.51%, 0.32% & 0.68% of the City IDT route in case of Airtel, BSNL, RJIL & VIL respectively.
- The poor Signal Strength in auto-selection mode (5G/4G/3G/2G) during data testing has been observed for 4.50%, 29.08%, 2.97% & 2.76% of the City IDT route in case of Airtel, BSNL, RJIL & VIL respectively.

Summary of Performance against key QoS parameters

CSSR: Call Setup Success Rate (in %), **CST:** Call Setup Time (in milli seconds), **DCR:** Drop Call Rate (in %) & **MOS:** Mean Opinion Score.



Summary-Voice services	Summary-Data services												
<p>Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have 99.71%, 80.56%, 99.85% and 89.06%, call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).</p> <p>Call Setup Time: Airtel, BSNL, RJIL & VIL have call setup time of 1.24, 2.93, 0.68 and 0.75 seconds respectively in Auto-selection mode (5G/4G/3G/2G).</p> <p>Drop Call Rate: Airtel, BSNL, RJIL and VIL have drop call rate of 0.00%, 1.21%, 0.59% and 0.47% respectively in Auto-selection mode (5G/4G/3G/2G).</p> <p>Call Silence/Mute Rate: Airtel, BSNL, RJIL and VIL have silence call rate of 2.67%, 2.56%, 0.19% and 0.98% respectively in packet switched network (4G/5G).</p> <p>Mean Opinion Score (MOS): Airtel, BSNL, RJIL and VIL have average MOS of 3.98, 3.04, 4.43 and 4.43 respectively.</p>	<p>Data Download performance (Overall): Average download speed of Airtel (5G/4G) is 166.45 Mbps, BSNL (4G/3G/2G) is 9.29 Mbps, RJIL (5G/4G) is 227.69 Mbps and VIL (4G/2G) is 46.50 Mbps.</p> <p>Data Upload performance (Overall): Average upload speed of Airtel (5G/4G) is 29.34 Mbps, BSNL (4G/3G/2G) is 3.02 Mbps, RJIL (5G/4G) is 29.16 Mbps and VIL (4G/2G) is 15.33 Mbps.</p> <p>Latency (Overall): Airtel, BSNL, RJIL and VIL 50th percentile latency is 15.24 ms, 28.73 ms, 22.40 ms, 31.66 ms respectively.</p> <p>Data performance - Hotspots (in Mbps):</p> <table border="1"> <tr> <td>Airtel- 4G D/L: 14.75</td> <td>4G U/L: 12.30</td> </tr> <tr> <td>5G D/L: 162.26</td> <td>5G U/L: 43.49</td> </tr> <tr> <td>BSNL- 4G D/L: 8.97</td> <td>4G U/L: 5.83</td> </tr> <tr> <td>RJIL- 4G D/L: 38.36</td> <td>4G U/L: 9.98</td> </tr> <tr> <td>5G D/L: 261.51</td> <td>5G U/L: 26.77</td> </tr> <tr> <td>VIL- 4G D/L: 38.71</td> <td>4G U/L: 14.60</td> </tr> </table>	Airtel- 4G D/L: 14.75	4G U/L: 12.30	5G D/L: 162.26	5G U/L: 43.49	BSNL- 4G D/L: 8.97	4G U/L: 5.83	RJIL- 4G D/L: 38.36	4G U/L: 9.98	5G D/L: 261.51	5G U/L: 26.77	VIL- 4G D/L: 38.71	4G U/L: 14.60
Airtel- 4G D/L: 14.75	4G U/L: 12.30												
5G D/L: 162.26	5G U/L: 43.49												
BSNL- 4G D/L: 8.97	4G U/L: 5.83												
RJIL- 4G D/L: 38.36	4G U/L: 9.98												
5G D/L: 261.51	5G U/L: 26.77												
VIL- 4G D/L: 38.71	4G U/L: 14.60												

The tests were conducted using TRAI-calibrated equipment and standardized protocols in real-time environments. The detailed report is available at TRAI website www.trai.gov.in. For any clarification/information, Shri Sanjay Kumar Gupta, Advisor (Regional Office, Bhopal) TRAI may be contacted on email: adv.bhopal@trai.gov.in or at Tel. No. +91-755-2575501.

(Signature)

Advisor, RO Bhopal, TRAI